

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1400 Administration

Provide executive leadership, ombudsman, strategic planning, policy, legal and financial services, facilities management, personnel services, communications, procurement, internal auditing and other administrative services to the agency.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$4,331,658	\$0	\$0	\$0	\$0	\$4,331,658	81.00

Expected Results:

Ombudsman - Track and reconcile all ombudsman calls. Fiscal requirements: Meet all fiscal requirements by expected deadlines. Strategic Planning: define requirements and project phasing for implementation of REAL ID Act. Communications: Develop and distribute public awareness materials for driver, vehicle and insurance requirements. Internal Audit: establish function for agency. Support Services: Develop and implement facilities, financial, and HR programs and procedures to increase agency efficiency and ensure compliance with legal requirements.

Outcome Measures:

Ombudsman: streamlined customer tracking and response; Strategic Planning: SCDMV senior staff serve on national steering committee for implementation of REAL ID Act; developed legislative REAL ID fact sheet. Communications: rolled out new agency website, expanded agency intranet content, published new driver's manual. Internal Audit: Established office; reviewed 8 of 69 (12%) field offices located throughout the State; assisted the Office of Accountability and Integrity with investigations of fraud or employee wrongdoing in two cases, assisted in the audit of the Motor Carrier Division by the Federal Motor Carrier Safety Administration, conducted four consultative reviews requested by executive management, sponsored a request for proposal to contract with an outside vendor to perform audits on companies which purchase information from the SCDMV under the Driver Privacy Protection Act, and actively participated, consulting on internal controls, on four policy development committees. Support Services: Eliminated 70% of agency paper forms stocked in warehouse by creating electronic versions that can be printed as needed; conducted and implemented a classification and compensation program for all agency employees in pay band 5 and below; established agency safety and emergency response program.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1401 Customer Service Centers (There are 68 customer service centers throughout the state. All but three offer full service transactions - which total over 500 different types of services/transactions.)

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

There are 68 customer service centers located throughout the state. With the exception of 3 offices, all offer full service transactions including driver licensing services, vehicle registration, license reinstatements, and titling services. In addition to these services, 16 offices offer transactions for international customers, 34 offices offer skills tests for commercial drivers, and 10 offices provide fingerprinting for CDL hazardous material background checks.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$36,647,131	\$0	\$0	\$0	\$0	\$36,647,131	911.00

Expected Results:

Office activity: Expect additional activity because of CDL fingerprinting and FR4 cancellation transactions.

Customer Wait Times - Maintain low wait times (15 minutes or less), even if activity and training increases.

Training: Improve new employee and manager training

Outcome Measures:

Office activity: Office activity has increased dramatically due to FR4 transactions. Converted approximately 200 temporary positions to permanent. Implemented; streamlined hiring process to fill vacancies more rapidly. Wait

Times: implemented Q-Nova add-on to Q-Matic system to more effectively measure customer wait times.

Maintained 15-minute average wait time. Training: Expanded New Employee Training to 8 days; developed and delivered special training classes for new initiatives. Restructured management reporting chains of command to allow for more direct oversight of field office operations.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1402 Customer Service Delivery / Alternative Media

This activity describes the delivery of services to customers in ways other than visits to customer service centers. Included in this activity are web transactions, mail-in services for titles, registration and driver's license.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$4,914,863	\$0	\$0	\$0	\$0	\$4,914,863	61.00

Expected Results:

Alternative methods of service delivery provide customers with more options than to just visit customer service centers to complete transactions. Promote use of web and mail in services going forward. Training: Partner with technical colleges to provide customer service training for all employees at low cost. Increase training for managers.

Outcome Measures:

The web, mail, and other electronic interfaces allow government to bring the services to the people , rather than

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

the people to the services. These methods of delivery have contributed to greatly reduced wait times in DMV offices as well as to increased customer satisfaction. By providing these options, DMV does not force customers to take time off from work to visit a DMV office. Outcome measures: Implemented credential replacement program; established web help desk; continue to process mail in and web transactions; had all employees attend customer service training offered by Midland Technical College; managers attended and successfully completed state OHR APM program.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1405 Customer Service Delivery / Call Center

Handle phone calls from the general public regarding DMV services.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,513,930	\$0	\$0	\$0	\$0	\$3,513,930	60.00

Expected Results:

Improve performance of operation: Seek active solutions to improve call center operations. Conduct RFP process and Select Vendor to conduct operations improvement analysis. Implement immediate measures to improve efficiency and effectiveness.

Outcome Measures:

Completed the RFP process to solicit vendors to conduct the call center analysis; selected vendor who has just completed the analysis phase of its contract. Specific recommendations focus on technology upgrades to allow calls to be queued more efficiently to prevent busy signals, and operational and staffing improvements to cut down the rate of abandoned calls. Call Center management also implemented measures to improving call center operations: 1) Raised the daily quota of calls processed/agent 2) Increased number of calls handled in the first 6 months of 2006 compared with same period in 2005 from 273,000 to 435,000 (59%). 3) Increased the daily call average during the same period increased from 2200 to 3500 calls per day. 4) Cut the average time/call more than in half for the same comparison period. 5) Improved cross training of agents internally and with other units to allow for greater staffing capacity; 6) Streamlined hiring practices to minimize agent downtime from vacancies. 7) Improved training to flatten learning curve.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

1406 Customer Service Delivery / Product Development and Partnerships

This activity includes the development, enhancement and maintenance of new DMV products and systems used for DMV partnerships with other entities to provide services. New and emerging channels of service delivery at DMV include: on-line Web transactions, internet-based solutions for service delivery (web services). This activity also includes the development of new technologies and system interfaces to provide DMV data/services to major stakeholders such as the insurance industry, financial industry, automotive dealers, law enforcement, county government, etc. This activity also includes partnerships with other entities to provide DMV services.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,938,352	\$0	\$0	\$0	\$0	\$1,938,352	14.00

Expected Results:

Partnerships developed for alternative service delivery: EVR (Electronic Vehicle Registration) allowing dealers to issue titles and registrations; CIDR (County Issuance of Decals and Registrations) allowing counties to renew registrations on DMV's behalf; ELT (Electronic Liens and Titling), allowing the banking industry to add and remove liens from vehicle titles electronically. DNR Boat Registration Renewal -registering of boats and motors by DMV. Expand Information services to commercial customers: develop web services business-to-business data interchange capability to migrate existing customers from outdated mainframe operations to business-to-business web services. Includes state portal customers, insurers, counties, magistrate courts. Improved service for law enforcement and other government entities. Improve real time access to DMV information by law enforcement through use of web-browser based technology.

Outcome Measures:

CIDR - At the beginning of FY 2006, anticipated expansion of program to 2 additional counties. Actually 10 additional counties will be on board by October 1. ELT - Implemented pilot with several SC banks to electronically transfer lien information. DNR is now processing boat/motor registrations in DMV's Conway office. Other:: 1) established a program through which the Department of Health and Human Service can access DMV records to verify citizenship status of those applying for DHH services; 2) Worked with SLED and Secret Service to provide photographs for background checks of all SC staff assigned to work at the National Governor's Conference meeting in August; 3) Worked with Department of Corrections to develop program for providing licenses for Prisoner Re-Entry Program; 4) Established program and technology with and trained State Fleet Services staff to perform their own vehicle registrations.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1407 Compliance - Driver Records

Driver Records: Administer laws, policies and procedures as they relate to SC motor vehicle/driver license laws. Responsible for posting violations and suspensions to driver files, correcting information on driver files and maintaining inventory of uniform traffic tickets for State. Court order unit: process changes to driver record through court orders. Compliance unit: process requests for special licenses and processes suspension compliance. International Customer Unit: develop and

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

implement programs to improve communication with international customers; oversee DL issuance documentation for international customers.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,713,811	\$0	\$0	\$0	\$0	\$3,713,811	67.00

Expected Results:

Establish program to electronically exchange traffic citation information between courts and DMV. Court Management System involves collecting data from magistrate and criminal courts in 46 counties, and involves integrating legacy systems with the new Court Management Systems. DMV's interface will be connect directly with the CMS, as well as with vendor-supported systems in several counties. The system will allow a court data entry person to enter a SC driver's license number from a citation and retrieve all of that person's DMV data directly into the CMS. The court user will then enter the disposition, which will be transmitted electronically to DMV's system and update the driving record.

Outcome Measures:

1) SCDMV and the state court system have developed an interface for the exchange of traffic citation and disposition data. The system is in the final stages of testing and will be deployed on a pilot basis in 4th quarter 2006 for offenses that occurred in a commercial motor vehicle (CMV), or which were committed by a holder of a commercial driver's license (CDL). The primary measure for effectiveness is to reduce the processing time between conviction and posting to a driving record to 10 days or less, from the current time of 30 days or more. This program lays the groundwork for complete electronic processing of citations currently under consideration by the Department of Public Safety, in which law enforcement enters the citation data which is then transmitted to the court. The court will enter the disposition, which will then be transferred to DMV's system to populate the driving record. 2) Entered into a Memorandum of Agreement with the state court system that will allow the interchange of digital photos between DMV and courts, so that photographs can be added to arrest warrants.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1408 Compliance - Driver Improvement and Medical Review

DOE Testing Partnership Program: Responsible for developing/monitoring program that allows DMV to administer knowledge tests at high schools; Driver review: conduct driver record and accident reviews. Commercial Driving School Oversight: regulate/monitor driving schools (non-CDL) processes. Medical Record Review: maintain and forward for medical board review medical records related to a person's ability to safely operate an automobile; identify and retest drivers who need to be re-examined.

FY 2006-07

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$936,922	\$0	\$0	\$0	\$0	\$936,922	14.00

Expected Results:

DOE Testing Partnership Program: FY 2005-2006 Add 20 additional schools to DOE Third Party Tester program.
Commercial Driving School Oversight: ensure that driving schools are all meeting compliance requirements.
Medical Record Review: Identify drivers who are not capable of operating a vehicle due to medical reasons.

Outcome Measures:

DMV is continuing to expand knowledge tests in high schools by signing contracts with additional schools for FY 2007. The program began in FY04 as a pilot with 5 schools. We are currently offering knowledge tests once or twice/month in 92 schools throughout the state. These tests are offered before, during and/or after school, according to the wishes of the particular school. Commercial Driving School Oversight: Proposed passed legislation to tighten incensing requirements for commercial driving schools.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1410 Compliance - Dealer Licensing, Regulation, and Enforcement

Enforce all laws pertaining to the buying, selling and exchanging of motor vehicles in the State. Responsible for licensing, inspecting and monitoring the operations of all SC motor vehicle dealers and wholesalers. Investigate all offenses and complaints related to dealer motor vehicle laws and conduct periodic audits of dealers.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,306,777	\$0	\$0	\$0	\$0	\$1,306,777	23.00

Expected Results:

Conduct audit of dealer licensing program to identify inefficient areas within program. Begin to develop statistics surrounding number of sanctions as % of actions.

Outcome Measures:

Implemented program for exchange of all dealer tags for a new design. Submitted and had passed legislation to increase surety bond for dealers.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

Regulatory

1411 Motor Carrier Services - State Highway Fuel Tax Funding

The International Fuel Tax Agreement (IFTA) is a base state fuel tax agreement. Persons based in a member jurisdiction operating a qualified motor vehicle(s) in two or more member jurisdictions must license under this agreement or purchase fuel trip permits to travel in member jurisdictions. IFTA requires persons to have an IFTA license and decal on their vehicle if they are traveling into other states transporting property or persons and meet certain weight or axle requirements. Upon receipt of a completed application, DMV issues the license and decals to the applicant. DMV then collects fuel taxes from applicants and disburses them to the SC DOT or to other jurisdictions. DMV also receives fuel taxes due to SC from other states and disburses them to SC DOT.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,005,881	\$0	\$0	\$0	\$0	\$1,005,881	5.00

Expected Results:

Issue licenses for all IFTA applicants, monitor tax disbursements and collections; conduct audits of trucking companies for compliance with agreement.

Outcome Measures:

Met all requirements for program. IFTA transactions can now be processed in 7 offices throughout the state. We are also now accepting credit card payments for IFTA transactions.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1412 Compliance - Highway Safety Statistical Data Entry

Perform data entry function for all collision reports (Form TR-310) occurring in the State. Mandated by federal regulations to have all collision reports occurring in a commercial vehicle entered and uploaded into the Safetynet system within 60 days (SC does it within 30 days)

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$371,245	\$0	\$0	\$0	\$0	\$371,245	16.00

Expected Results:

Maintained processing rate for first time processing of accident reports into DPS highway safety system. Current process for locating accident incidents cumbersome and time-consuming - develop solution for elimination of manual locating.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

Outcome Measures:

Court interface will assist with capturing of statistics for highway safety purposes. Working with DPS to develop SC Automated Accident and Traffic Ticket System that will enable law enforcement to enter both traffic tickets and accident reports directly at the scene, eliminating accident keying and locating requirements by DMV.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1615 Motor Carrier Services - Regulation

International Registration Plan (IRP): Issues registrations for apportioned vehicles, defined as any vehicle primarily used for the transportation of property and with a GVW over 26,000 lbs. Single State Registration System (SSRS): Required for "for-hire" carriers with interstate authority, allowing them to haul for-hire commodities regulated by FMCSA. Administer the program for "for-hire" carriers who haul exempt commodities. Performance and Registration Information Systems Management (PRISM): National program allowing states to verify safety rating prior to registration or renewal of motor carrier credentials. New Entrant Program: New Interstate motor carriers must register with FMCSA and have an audit conducted to demonstrate that the carrier has safety management controls in place.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$2,400,088	\$0	\$638,474	\$0	\$0	\$1,761,614	38.00

Expected Results:

CVIEW-Enable real-time exchange of registration data with law enforcement personnel at the roadside. PRISM Implement PRISM program. IRP - develop RFP for new IRP system that integrates with current application software. Improve communications and services for stakeholders.

Outcome Measures:

PRISM: successfully implemented. Enables DMV to ensure that registrants have met all DOT safety requirements for registration. CVIEW - due to be implemented 4th quarter 2006. Allows roadside inquiries by law enforcement for IFTA and IRP status. IRP transactions can now be processed in 7 offices throughout the state. We are also now accepting credit card payments for IRP transactions. Established web-based scheduling for IRP transactions in HQ. IRP RFP - currently being reviewed by DOT; estimate RFP to be released by 4th quarter 2006.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

1616 Motor Carrier Services - Commercial Driver's License Regulation

Responsible for monitoring the State's Third Party Tester program for commercial vehicles, truck driving schools and DOE Safety Officers. Ensures state is in compliance with federal regulations for licensing commercial driver license holders.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$604,232	\$0	\$0	\$0	\$0	\$604,232	10.00

Expected Results:

Livescan: Implement LiveScan background check and fingerprinting program for CDL holders seeking Hazardous Materials endorsements. MCSIA: Define requirements and submit enabling legislation to have SC meet federal Motor Carrier Safety Improvement Act (MCSIA) regulations. Federal S Endorsement requirements for all school bus drivers to be implemented. Facility Upgrade: repave/repaint CDL and motorcycle courses.

Outcome Measures:

Livescan - Successfully implemented Livescan in 10 offices throughout the state. SC has been designated as a model state by federal TSA for Livescan implementation and processing. MCSIA - have successfully passed phase I of structured testing. Implementation expected early 2007. Federal S Endorsement: Implemented mass testing program to enable approximately 5000 school bus drivers to complete requirements to obtain federally-mandated S endorsement. Facility: All 36 CDL sites repaved or repainted. 44 of 51 repainted, remaining need to be repaved and repainted. Developed and implementation retraining and certification program for CDL and motorcycle examiners.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1617 Compliance - Financial Responsibility

Financial Responsibility: Responsible for administering and enforcing laws relating to Financial Responsibility Act, Uninsured Motorist Act, the Registration and Financial Security Act and the Uninsured Motorist Database Act. Suspend drivers and/or owners for operating vehicles uninsured and for non-compliance of accidents and judgments. Provide enhancements to ALIR system to improve detection of uninsured motorists and ease of reporting for insurers and customers on financial responsibility suspensions.

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,948,354	\$0	\$0	\$0	\$0	\$3,948,354	55.00

Expected Results:

ALIR System: Increase functionality of system to allow for electronic reporting of additional transactions, working

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

towards paperless insurance tracking system. Accident suspensions: Reduce backlog for accident suspensions through more efficient processing.

Outcome Measures:

ALIR - By 10/01/06, will have eliminated all paper reporting for FR4 cancellation transactions. Expanded electronic reporting capabilities to include agent reporting, FR10, SR22, and Accident suspension transactions. Electronic capability for FR5 transactions has eliminated processing backlog of accident suspensions. Developing system to verify insurance at time of vehicle registration.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1618 Administration - Internal Affairs / Document Review and Fraud

Document Review and Investigation Unit- Responsible for reviewing documents, transaction reports and credentials received as a mechanism for detecting fraud (internal and external).

FY 2006-07

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$647,273	\$0	\$0	\$0	\$0	\$647,273	13.00

Expected Results:

Document Review and Investigation Unit: Establish formal document review program for original DL's and sample of titles issued. Establish office of integrity and accountability. Improve agency fraud detection policies.

Outcome Measures:

Established Office of Integrity and Accountability; implemented program for Driver and Vehicle fraudulent documentation training; through random sampling of title transactions, created a detailed reporting process for identifying employee errors committed, to help reduce the number of titles that need revocation and re-issuance. The Document Review and Fraud Detection Unit is working with Vital Records & Statistics to share information on reported deaths in South Carolina, which law enforcement has used to locate suspects that were issued a Driver license, and curtail Identity Theft. The Office of Integrity and accountability is attending new employee orientation, and field office staff meetings providing guidance on policies, ethics, and reiterating the need to maintain the Department's high standard of customer service.

EXPLANATION:

This activity is not new. However, it was under Compliance on last year's Activity Report and is now under Administration.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2006-07

AGENCY TOTALS

Department of Motor Vehicles

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$66,280,517	\$0	\$638,474	\$65,642,043
	TOTAL SUPPLEMENTAL FUNDS	TOTAL CAPITAL RESERVE FUNDS	TOTAL FTEs
	\$0	\$0	1,368.00